

Master Service Agreements

Statement of Work (SOW)

Service Category: Systems/Business Analyst

Project: IVR/IWR Call Center Telephony Solution

I. Master Service Agreements Statement of Work

Defined. The State of Minnesota, State Court Administrator's Office ("State") is using a competitive selection process (referred to herein as the "Statement of Work" or "SOW") through its Master Service Agreements program to select a vendor responsible for providing systems/business analyst services for an Infrastructure project led by staff in the Information Technology Division (ITD). This is not a bid, but a Statement of Work that could become the basis for negotiations leading to a Work Order Contract under the vendor's Master Service Contract to provide the services described herein.

Only vendors that have been selected as a Master Service Agreements vendor with the State following submission of a proposal to the Master Service Agreements for IT Technical/Infrastructure Services & IT Application/Development and Support Services Request for Proposal, and have an approved Master Service Contract with the State for the service category requested herein, may submit a response to this Statement of Work and be considered for a Work Order Contract to provide the services described herein.

Right to Cancel. The State is not obligated to respond to any proposal submitted, nor is it legally bound in any manner whatsoever by the submission of a proposal or response to this Statement of Work. The State reserves the right to cancel or withdraw this Statement of Work at any time if it is considered to be in its best interest. In the event the Statement of Work is cancelled or withdrawn for any reason, the State shall not have any liability to any proposer for the costs or expenses incurred in conjunction with this Statement of Work or otherwise. The State also reserves the right to reject any or all proposals, or parts of proposals, to waive any informalities therein, and to extend proposal due dates.

II. Business Need

The Information Technology Division (ITD) of the State Court Administrator's Office (State), located at the Minnesota Judicial Branch (MJB), is seeking one (1) senior level systems/business analyst to perform systems/business analysis tasks including but not limited to requirements gathering, business process analysis, and the preparation of an RFI and RFP for a State Court Administration managed ITD systems project to explore and implement the most appropriate interactive voice response (IVR), interactive web response (IWR), and automated call distribution (ACD) telephony solution for MN Court Payment Center (CPC). This project might also be expanded to provide a solution for other electronic payment and call center entities within the MN Judicial Branch.

III. Project Deliverables

The following project deliverables are typical and may be expected from any systems/business analyst for the projects they are assigned. The work assigned to the systems/business analyst will be determined by the project manager and/or other ITD management. Therefore, the list below indicates examples of deliverables that could be required from the contract systems/business analysts.

- As-is process flows
- To-be process flows
- Procedural text documents
- Review and update network diagrams; create where necessary
- Review and update system flow diagrams; create where necessary
- Database I/O and specifications
- Analysis documents of industry standards or best practices
- Standards and process recommendations documentation
- Detailed Business Requirements
- Risk analysis

In addition to the above deliverables, the selected systems/business analyst may lead portions of the meetings and meetings and perform other duties as assigned by the assigned project manager and/or the State's PMO Manager.

IV. Project Milestones and Schedule

The project milestones and scheduled completion dates will be based upon:

- Overall scope of the project
- Number of call centers or other entities agreed upon after initial scoping and project definition and charter has been completed.

The project phase/milestones for the project are initially projected to be as follows:

- As Is process flows and procedural text : completed 4-6 weeks after start date.
- To Be process flows and procedural text: completed 8-12 weeks after start date.
- document identified industry standards and risk assessments: ongoing throughout process to be completed 20-22 weeks after start

V. Project Location, Working Hours, Contract Timeframe

- The project work location will be at the Minnesota Judicial Center located at 25 Rev. Dr. Martin Luther King Jr. Blvd, St. Paul, Minnesota, 55155.
- The contractor is expected to work full-time hours.
- Business hours are Monday through Friday, 8:00 AM to 5:00 PM.
- The contract timeframe has an anticipated start date of December 7, 2015 and would continue through June 30, 2016.

VI. Responsibilities Expected of the Selected Vendor

- The vendor will assign a primary contact that will be responsible for all formal communications between the vendor and the assigned ITD manager.
- The contractor will act in a professional manner and abide by all rules and policies set forth by the Minnesota Judicial Branch.
- The contractor will report to the assigned project manager and the State's PMO manager.
- The contractor will provide analysis and design documentation agreeable to the assigned project manager and the State's PMO manager and will follow State system and business analyst disciplines, including use of State system and business analyst templates, methods and forms.
- The selected system business analyst should also be familiar with and create flows in Visio.

VII. Qualifications and Skills

Master Service Contract Resource Category: System and Business Analyst
Resume must clearly demonstrate the following:

Required Minimum Qualifications:

- Possession of a Bachelor's degree in computer sciences, management information systems or related field or equivalent work experience.
- Minimum of five (5) years significant experience working with IVR/IWR and call center telephony technologies.
- Experience working with payment gateways, PCI compliance and e-commerce solutions.
- *Expert* experience using Visio in creating and managing complex project analysis and business requirements.
- Ability to adapt to changes in course while maintaining productivity.

Required Skills:

- Exceptional business analysis skills and business analysis experience.
- Excellent interpersonal skills and the ability to build and maintain effective working relationships with MJB leadership and all project(s) stakeholders.
- Exceptional analytical skills and experience.
- Excellent oral and written communication skills.
- Excellent problem solving abilities.
- Must be highly organized.
- Ability to plan, organize and keep up with multiple projects and multiple project deadlines with minimal supervision.

Desired Skills:

- Previous work with the MN Judicial Branch.
- Prior experience working with other government agencies
- IIBA certification
- Other related IT certifications

VIII. Proposal Requirements

- Cover sheet signed by vendor authorized representative and candidate.
- Hourly rate and a total "not to exceed" dollar amount for the proposal.
- Resume of assigned individual demonstrating:
 - Required qualifications.
 - Required and desired skills.
- References: Provide three (3) clients you have assisted with same or similar projects
- Conflict of interest statement as it relates to this project.

IX. Statement of Work Evaluation Process

- Skills / Experience (40%)
- Hourly Rate (20%)
- Interview (40%)

X. Statement of Work Process and Selection Schedule

- Posting Date on State MJB Website (<http://www.mncourts.gov> – Public Notices): November 2, 2015

- Deadline for Questions: November 6, 2015
- Posted Response to Questions: by close of business on November 9, 2015
- Proposal Submission Deadline: by 12 o'clock noon on November 13, 2015
- Proposal Evaluation Begins: November 16, 2015
- Candidate Interviews: December 1 and 2, 2015
- Subsequent selection as soon as possible thereafter

Amendments

Any amendments to this SOW will be posted on [MJB Court Public Website - Public Notice](#).

Questions

All questions about this Statement of Work must be submitted in writing via e-mail to the State's sole point of contact identified in this paragraph no later than Friday, November 6, 2015. Other State personnel are not allowed to discuss the Statement of Work with anyone, including responders, before the proposal submission deadline. The State's sole point of contact for questions is:

Rich Gutsche
State Court Administrator's Office
25 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, Minnesota 55155
Email: Rich.Gutsche@courts.state.mn.us

Timely submitted questions and answers will be posted on the MJB website by end of day Monday November 9, 2015, and will be accessible to the public and other proposers.

Proposal Submission Instructions

Proposals must be submitted in writing or via e-mail in PDF form no later than 12:00 o'clock Noon CST on Friday November 13, 2015, to:

Rich Gutsche
State Court Administrator's Office
25 Rev. Dr. Martin Luther King Jr. Blvd.
St. Paul, Minnesota 55155
Email: Rich.Gutsche@courts.state.mn.us

No facsimile submissions will be accepted.

Signatures

The proposal must be signed by in the case of an individual, by that individual, and in the case of an individual employed by a firm, by the individual and an individual authorized to bind the firm.

Ink

Prices and notations must be typed or printed in ink. No erasures are permitted. Mistakes may be crossed out and corrections must be initialed in ink by the person(s) signing the proposal.

Deadline; Opening; Public Access

Proposals must be received no later than 12:00 o'clock Noon CST on Friday, November 13, 2015. Proposals, once opened, become accessible to the public, with the exception of trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch. Except for trade secret information submitted in accordance with Rule 5, subd. 8(b) of the Minnesota Rules of Public Access to Records of the Judicial Branch, do not place any information in your proposal that you do not want revealed to the public. Please also note that if a vendor's proposal leads to a contract, the following information will also be accessible to the public: the existence of any resulting contract, the parties to the contract, and the material terms of the contract, including price, projected term of the contract and scope of work. All documents accompanying or attached to the proposal, including the proposal, will become the property of the State.

Please also note that if a vendor's proposal leads to a contract, the following information will also be accessible to the public: the existence of any resulting contract, the parties to the contract, and the material terms of the contract, including price, projected term of the contract and scope of work. All documents accompanying or attached to the proposal, including the proposal, will become the property of the State.

Late Proposals

Late proposals will not be accepted or considered.

Selection Timeline

Vendor selection will be as soon as possible after the proposal submission deadline.